

**CLASSIFICATION TITLE- SUB-TITLE**

Office Operations Associate – Customer Service Center

**POSITION SUMMARY**

Under general supervision of the Program Assistant Supervisor-Advanced, this position primarily works in the Customer Service Center (CSC) answering a multi-line phone system. This position provides professional and courteous customer service to the public through phone calls, front desk support and e-mail correspondence. This position is responsible for providing credential holders and applicants pertinent information about credentialing, renewals, agency information and various other items. This position is responsible for providing front desk coverage and support as assigned.

**TIME %****GOALS AND WORKER ACTIVITIES**

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|-----|---|
| 75% | <b>A. Provision of customer service correspondence and assistance</b> <ul style="list-style-type: none"><li>A1. Act as first point of contact and information resource to members of the public, license holders, business representatives, other government agencies and Department staff who call or e-mail the CSC.</li><li>A2. Utilize Contact Center Anywhere (CCA) system to answer phone in a friendly, professional and helpful manner.</li><li>A3. Screen all incoming calls and e-mails to determine which can be answered independently and which to route to appropriate staff.</li><li>A4. Assist the public in navigating the Department's website in the following ways: look up a license, request verifications, renew a license, print an e-credential, review application status, update name/address and find specific information pertaining to licensing, education and WI statutes and rules pertaining to each credential.</li><li>A5. Check CSC e-mail inbox throughout the day and return or forward e-mails within one business day.</li><li>A6. Check for voicemails throughout the day and return the calls within one business day.</li><li>A7. Utilize ICE to find information regarding applications and existing licenses.</li><li>A8. Utilize appropriate reference material in assisting the public.</li></ul> |
| 20% | <b>B. Provision of front desk customer service</b> <ul style="list-style-type: none"><li>B1. Greet department visitors and follow front desk procedures.</li><li>B2. Answer front desk phones and forward calls to appropriate staff.</li><li>B3. Monitor and respond to department/CSC e-mail inbox throughout the day and forward e-mails appropriately.</li><li>B4. Respond to front desk/CSC voice-mail boxes and forward or call back messages appropriately.</li></ul>  |
| 5%  | <b>C. Other duties as assigned</b> <ul style="list-style-type: none"><li>C1. Assist with administrative projects.</li><li>C2. Perform other administrative support duties as assigned.</li></ul>  |

## **KNOWLEDGE, SKILLS AND ABILITIES**

1. General knowledge of the Department's divisions, programs, and functions
  2. Ability to exercise a professional demeanor and represent the agency in a positive manner
  3. Ability to professionally converse with customers, listen attentively, assess customer service needs and provide information in an accurate and efficient manner
  4. Ability to logically solve problems, respond calmly and refer questions as appropriate
  5. Ability to provide polite and courteous customer service skills; accurate and timely response to customer service inquiries
  6. Ability to exercise a professional demeanor and represent agency in a positive manner
  7. Ability to function in a high volume, multi-tasking, and fast paced office setting environment
  8. Reliable and able to report to work as scheduled
  9. Effective verbal and written communication skills
  10. Ability to learn credentialing and renewal processes in a timely manner
  11. Efficient computer skills
  12. Ability to be resourceful; skill in organizing and establishing priorities
  13. Attention to detail
  14. Ability to work well with others
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